



Nashville VBA Regional Office

UTVA Report

March 2013

Veterans Service Center (VSC)

1. Claims Completion and Accuracy Rate FYTD
 - a. Completed 10,919 Rating Claims and 1,259 Fully Developed Claims (FDC) claims with an accuracy rate of 90.8%.
 - b. Completed 4,532 non-rating claims with an accuracy rate of 96.1%.
 - c. Fully Developed Claims (FDC)
 - i. 87% are TDVA Claims
 - ii. Average Days to Complete (ADC) is 116 Days
 - iii. Average Days Pending (ADP) is 82 Days
2. Transformation Organizational Model
 - a. Launched on November 26, 2012
 - b. Structure
 - i. Segmented Lanes
 1. Core: routine claims and claims that do not impact special operations, e.g., claims with three or more issues, diabetes claims, and Individual Unemployability (IU) claims.
 2. Express: claims that can be processed quickly and efficiently, e.g., fully developed claims (FDC) and claims with less than three issues.
 3. Special Operations: special claims needing case management, e.g., Military Sexual Trauma (MST), Homeless, and Nehmer claims.
 4. Non-rating: stand-alone, non-rating claims, e.g., dependency issues and Special Adaptive Housing (SAH).
 - ii. Intake Processing Center
 - iii. Cross-functional Teams
3. Veterans Benefits Management System (VBMS)
 - a. The Nashville Regional Office (RO)'s transition from paper claims processing to paperless claims processing begins April 21, 2013, with a "go-live" date scheduled for May 10, 2013.
 - b. The Nashville RO is currently working Veterans On-Line Application Direct Connect (VONAPP VDC) claims in VBMS.

Vocational Rehabilitation & Employment (VR&E)

1. Rehabilitation Services FYTD
 - a. Processed 266 IDES applications
 - b. Processed 758 Chapter 31 applications
 - c. Processed 799 Entitlement Determinations
 - d. Closed 67 Rehabilitations
2. Events
 - a. "How to be a Successful Veteran Student"
 - i. On February 12th and 14th, the VetSuccess Vocational Rehabilitation Counselor (VRC), conducted a two-hour seminar on "How to be a Successful Veteran Student" on the Middle Tennessee State University (MTSU) campus. She discussed educational benefits, including the Post 9/11 GI Bill and Chapter 31 Vocational Rehabilitation and Employment services. In addition, she provided information on other VA benefits, including compensation, medical and mental health services. She plans to conduct the seminar monthly.
 - b. Ft. Campbell Warrior Transition Battalion Training

- i. On February 1st, the Integrated Disability Evaluation System (IDES) VRC provided training on benefits available through the Chapter 31 Vocational Rehabilitation and Employment Services to 65 nurse case managers at the Ft. Campbell Warrior Transition Battalion.

Nashville Call Center (NCC)

1. FYTD the Nashville Call Center has answered 148,910 calls.
2. The NCC has added 31 new Public Contact Representatives to better serve our Veterans.
3. Veteran Service Organization (VSO) 800 Number Pilot
 - a. Management from the Nashville RO and Call Center, along with the Operations Contact Manager of the National Call Center, are working closely with our VSO partners and Veterans Administration Central Office (VACO) to pilot a dedicated 800 number for VSOs. The goal of the VSO 800 number is to enhance the service VBA call centers provide to VSOs by providing accurate, complete, and reliable information more timely. A focus group met in January, 2013, to gather input from the VSOs on their desired functionality and scope of the 800 number. The NCC has added additional employees and are training them for this line.